ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
9535 E. DOUBLETREE RANCH ROAD, SUITE 100, SCOTTSDALE, AZ 85258
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV

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BY:

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: DEC. 15, 2017 Case Number: 18-43

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING: #6564

Name of Veterinarian/CVT: Kristine Heitman & Sheri Beck #3597

Premise Name: Ocotillo Animal Clinic + Pet Resort

Premise Address: 3333 S Arizona Ave

City: Chandler State: Az Zip Code: 85286

Telephone: 480 899-8181

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Maria Drummond

Address: [redacted]

City: [redacted] State: [redacted] Zip Code: [redacted]

Home Telephone: _____ Cell Telephone: [redacted]

**STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.*

C. PATIENT INFORMATION (1):

Name: Buddy

Breed/Species: Cockapoo Dog

Age: 12 Sex: Female Color: Black

PATIENT INFORMATION (2):

Name: _____

Breed/Species: _____

Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Dr. Sheri Beck
Ocotillo Animal Clinic & Pet Resort
3333 S. Arizona Ave
Chandler, Az 85286

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

The receptionists at this clinic have witnessed her practices.

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: [signature]

Date: 12/11/17

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

Please see attached notes for legibility.

18-43

RECEIVED
JAN 10 2018
BY:

3333 S. Arizona Ave
Chandler, AZ 85286
480-899-8181

To whom it may concern:

"Buddy" Drummond, a 12 yr old female spayed Cockapoo, presented on 12/14/16 for urinary incontinence of 4 months duration. Buddy had previously presented for urinary incontinence at night on: 3/10/09 (prescribed Phenylpropanolamine (PPA) 25 mg/ml 0.75 mls every 12 hours) and 1/7/13 (prescribed PPA 25 mg every 12 hours). On 12/15/16, I called the Ms. Drummond to go over lab results, I recommended putting Buddy back on 25 mg of PPA every 12 hours and adding diethylstilbestrol (DES) as she reported that the incontinence had not resolved on PPA alone. Ms. Drummond declined at that time, she had been reading on the internet and wanted to try a natural approach. Ms. Drummond called on 1/5/17 to have both medications filled. On 1/5/17 a prescription for DES 1 mg # 30 1 once daily for 3-5 days, then 1 once weekly as needed for urinary incontinence was called into a compounding pharmacy Medmetrics. PPA 25 mg # 60 1 every 12 hours was dispensed from the clinic. This is the last date I had direct contact with Ms. Drummond.

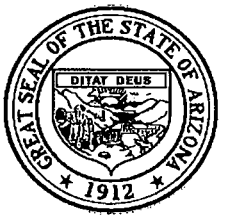
On 11/13/17, Ms Drummond called for a refill of the DES. On 11/15/17 Ms. Drummond was subsequently advised that Buddy was due for her yearly exam and the prescription was declined.

Sincerely,

Sheri J. Beck, DVM

Sheri J. Beck, DVM

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039
VETBOARD.AZ.GOV

INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: PM Investigative Committee: Donald Noah, D.V.M. - Chair
Amrit Rai, D.V.M. - **Absent**
Adam Almaraz
Christine Butkiewicz, D.V.M.
Tamara Murphy - **Absent**

STAFF PRESENT: Tracy Riendeau, CVT, Staff Investigator
Sunita Krishna, Assistant Attorney General

RE: Case: 18-43
Complainant(s): Maria Drummond
Respondent(s): Sheri Beck, DVM (License: 3592)

SUMMARY:
Complaint Received at Board Office: 12/15/17
Committee Discussion: 3/6/18
Board IIR: 4/18/18

APPLICABLE STATUTES AND RULES:
Laws as Amended July 2014 (Salmon); Rules as Revised September 2013 (Yellow)

Complainant called Respondent to get a medication refill for "Buddy," a 12-year-old female Cockapoo. Respondent declined until the dog could be examined.

Complainant contends Respondent's conduct was unprofessional.

Complainant was noticed and did not appear.
Respondent was noticed and appeared.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Maria Drummond*
- Respondent(s) narrative/medical record: *Sheri Beck, DVM*

PROPOSED 'FINDINGS of FACT':

1. On December 14, 2016, the dog was presented to Dr. Beck for urinary incontinence for over 4 months. The dog was examined and blood work and a urinalysis was performed.

2. The following day, Dr. Beck relayed the lab results to Complainant. She recommended considering additional diagnostics for the increased globulin. Dr. Beck also discussed putting the dog back on Proin along with DES since Proin alone did not control symptoms. Complainant declined at that time due to conducting research on the internet and wanting to try a natural approach.

3. On January 5, 2017, Complainant called to have the recommended medications for urinary incontinence filled. Dr. Beck prescribed DES 1mg, 30 tablets – 1 tablet once a day for 3 – 5 days, then 1 tablet once a week as needed - through a compounding pharmacy and PPA 25mg, 60 tablets, 1 tablet every 12 hours was dispensed from the premise.

4. On November 13, 2017, Complainant called to request a refill of DES.

5. On November 15, 2017, Complainant was advised that the dog was due for her yearly exam therefore the prescription was declined. Staff offered to see if Dr. Beck would give Complainant a few days' worth of DES until the dog could be examined. Complainant was upset and requested that her medical records be transferred to another premise.

6. Complainant attempted to get the medication refilled through the compounding pharmacy which was declined on November 16th and 21st.

7. On December 11, 2017, Complainant again attempted to get the medication refilled through the compounding pharmacy. This time, Dr. Beck's associate, Dr. Heitman declined the request due to the dog needing to be examined.

COMMITTEE DISCUSSION:

The Committee discussed that there is no period of time defined in the Veterinary Practice Act that a veterinarian has to see an animal to ensure the VPCR is still in effect. However, this premise had a policy and would not fill the prescription refill until the animal was seen. Additionally, Complainant severed the relationship by having her medical records transferred to another premise.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

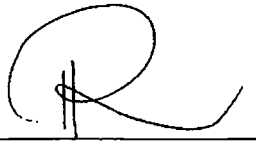
COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 3 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.



Tracy A. Riendeau, CVT
Investigative Division